



June 30, 2003

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-A325
Washington, DC 20554

Rc: CC Docket No. 98-67, In the Matter of Telecommunications Services and
Speech-to-Speech Services for Individuals with Hearing and Speech
Disabilities; SBC TRS Complaint Logs for Reporting Period June 1, 2002
Through May 31, 2003

Dear Ms. Dortch:

Pursuant to 47 C.F.R. §64.604(c)(1), SBC forwards the following Complaint Logs:

1. an original and four copies of SBC's Arkansas Relay Service TRS Complaint Log;
2. an original and four copies of SBC's Kansas Relay Service TRS Complaint Log;
and
3. an original and four copies of SBC's Michigan Relay Service TRS Complaint Log.

As instructed by the Public Notice dated May 19, 2003, we have also enclosed one disk for each Relay Service which contains a copy of the above referenced complaint log.

If you have any questions, please call me at 202-326-8843.

Sincerely,

A handwritten signature in cursive script, appearing to read "Toni Acton".

Toni Acton
Associate Director

Encls

cc: Erica Myers (by e-mail)
Qualex International

A handwritten number "014" in cursive script, with some additional scribbles and lines around it.

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TRS COMPLAINT LOG

Prepared by SBC Michigan Relay Center

Reporting Period

June 1, 2002 - May 31, 2003

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No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
1	8/11/02	The Voice customer called and said he was upset with the Rep, because she continually asked him to slow down and repeat his statements. The customer was irate and wanted to speak with a manager.	8/20/02	The Supervisor apologized to the customer and referred the complaint to the manager. The manager attempted to reach the customer three times, while leaving a callback number for him. The customer never called back, so the complaint was closed. The manager also covered the rep on the complaint and correct procedure for "asking the customer to slow down" to ensure handled appropriately.
2	8/20/02	The TTY customer felt she was insulted by a statement the rep made to her. The customer wanted to speak to a manager.	8/20/02	The Supervisor apologized to the customer and referred the complaint to the manager. The manager apologized for the rude service, reviewed the complaint with the rep, and covered her on courtesy expectations.
3	8/25/02	The TTY customer said, before he could say "thank you" to the rep, the rep typed her closing phrase and disconnected the call.	8/27/02	The complaint and correct procedure for closing calls were reviewed with the rep.
4	9/3/02	The Speech-to-Speech (STS) customer stated that he was first receiving TTY tones each time he contacted the STS service, rather than having his call answered in voice first.	9/6/02	The Manager spoke to the customer and stated the technical issue would be referred to the STS Center on 9/4/02. By 9/6/02, the customer was notified that the issue was resolved and the complaint was closed. Customer seemed satisfied.
5	9/6/02	The TTY customer stated the rep made a comment he/she constituted as "stepping out of role".	9/6/02	The Supervisor apologized to the customer and referred the complaint to the manager for review with the rep. The rep stated she did adhere to the customer's request and felt there was a miscommunication between her and the customer. It was determined that the rep did follow procedure appropriately. The manager was unable to contact the customer, because he refused to leave his name and number.
6	11/1/02	The Voice customer said the rep's tone of voice was very rude.	11/1/02	The Supervisor apologized to the customer and referred the complaint to the Manager. The Manager reviewed the complaint with the rep and reviewed courtesy expectations with her.
7	11/5/02	The Voice customer stated she was unhappy with the rep's explanation of how to use the Relay.	11/5/02	The Supervisor apologized to the customer and referred the complaint to the Manager. The Manager reviewed the complaint with the rep and the correct procedure for explaining the service. The customer was satisfied.

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8	2/4/03	The TTY customer stated that he was asked to provide a long distance carrier name to place a call that was local from his home. (We had 2 customers with this same issue in this time frame)	2/16/03	It was determined this customer was subscribed to Verizon. Verizon had expanded their local calling area, however the changes were not submitted to the MRC. The MRC updated software after Verizon provided a list of affected areas.
9	2/7/03	The TTY customer thought the rep was very rude and unprofessional. He felt the rep rushed him in providing the number to dial. He asked for the manager to call back.	2/7/03	The Supervisor apologized to the customer and referred the complaint to the Manager. The Manager contacted the customer and assured him the rep would be covered on the complaint. The rep was covered and the proper procedure was reviewed. The customer was very satisfied at the end of the contact.
10	2/9/03	The TTY customer stated he provided the rep with the number to dial and the long distance company name. He stated the rep did not respond to him and he had to call back. Customer stated he did not want to be called back.	2/9/03	The Supervisor apologized to the customer and referred the complaint to the Manager. The Manager reviewed the complaint with the rep, and she explained that she experienced computer problems on the call. She was unable to communicate with the customer.
11	2/13/03	The Voice customer said the rep was rude. She is a receptionist at a business and asked the rep to hold for a moment while she placed another call on hold. The customer said the rep kept saying "she was not part of the call". The customer was unable to provide the rep's number.	2/13/03	The Supervisor apologized to the customer and stated she would write the complaint up and post for all reps to see.
12	2/19/03	The TTY customer stated that when she attempts to use M-Power long distance service from her office through the MRC, she is unable to place a call successfully. She is very frustrated, because that is the company her business would like her to process call through.	3/4/03	The Manager apologized for her inconvenience and committed to resolving the issue. It was determined that M-Power did not have a Carrier Identification Code assigned for Michigan customers to use them as a long distance provider. Coincidentally, M-Power was merging with LDMI at this same time. The customer began using LDMI and was able to successfully complete calls.
13	2/20/03	The TTY customer stated the rep did not identify whether the voice customer was a male or female. The customer wanted the manager to remind this rep to identify the voice of the called-party.	2/20/03	The Supervisor apologized to the customer and referred the complaint to the Manager. The Manager covered the rep on the complaint and reviewed the appropriate procedure.
14	2/22/03	The VCO customer was very upset that the rep kept asking the called party to speak slower. Then the rep told her the call had been disconnected and said "thanks, bye". The customer was dissatisfied by the entire contact.	2/22/03	The Supervisor apologized to the customer and referred the complaint to the Manager. The Manager covered the rep on the complaint. The rep stated the called party was speaking much too quickly and she had to ask the customer to slow down to capture all of the information. A computer (technical) failure caused the call to disconnect. The rep stated she asked the customer if he/she would like to redial and the customer said, "no".

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15	4/13/03	The TTY customer said the rep did not type the options on the automated recording.	4/13/03	The Supervisor apologized to the customer and referred the complaint to the Manager. The Manager covered the rep on the complaint and reviewed the proper procedure for typing recorded messages.
16	4/14/03	The Voice customer filed an informal complaint with the MPSC regarding her inability to make contact with her mother-in-law (TTY user) via the MRC. Customer said she can get through to the TTY's number when she dials direct, but not through the MRC.	5/21/03	The Area Manager contacted the customer and reported that the problem had been corrected. The Manager explained there was a correction made to the routing of her calls through the MRC. The customer made some test calls and found the problem had been resolved. The customer was satisfied at the end of the contact.
17	4/16/03	The TTY customer was very frustrated and feels that the reps are not relaying her entire message on answering machines. She is being told by her friends that they are only receiving half of her messages. She would like all of the reps to be reminded to relay entire messages.	4/16/03	The Manager apologized to the customer for her poor experiences with the service. She committed to reviewing the procedure with all reps and asked the customer to call her directly if she has any further problems. The customer was very satisfied at the end of the contact.
18	4/21/03	The Voice customer stated the rep used a rude tone of voice when reminding her to say "GA" at the end of her statements.	4/21/03	The Supervisor apologized for the rude service and stated she would post her complaint since she did not have a specific rep number.
19	4/28/03	The VCO customer says she frequently has difficulty in that the reps are not recognizing quickly enough that she would like to use her own voice to speak. She would like all of the reps to be reminded of the VCO procedure.	4/28/03	The Supervisor apologized for her inconvenience and posted a reminder in both offices.
20	4/30/03	The TTY customer stated the rep did not type the entire answering machine message, however the rep did indicate that an answering machine was reached. The customer asked for the reps to be reminded to type the entire message when reaching an answering machine.	4/30/03	The Supervisor apologized for the inconvenience and committed to posting a reminder for all employees. The customer was satisfied.
21	5/4/03	The TTY customer stated she felt the rep was rude and anxious for her to finish making her calls. She requested a Manager contact her with a follow-up to her complaint.	5/4/03	The Supervisor apologized to the customer for the rude service. The complaint was referred to the Manager. The Manager covered the rep on the complaint and contacted the customer to notify her that the issue had been resolved. The customer was very appreciative and satisfied at the end of the contact.

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22	5/9/03	The TTY customer stated the rep did not type the entire answering machine message, however the rep did indicate that an answering machine was reached.	5/9/03	The Manager apologized for the inconvenience. The complaint was covered with the operator and the correct procedure was reviewed.
23	5/10/03	The TTY customer stated the rep did not type the entire answering machine message, however the rep did indicate that an answering machine was reached. She wanted all reps to be reminded to type out the complete message heard.	5/10/03	The Supervisor apologized for the poor service and committed to posting a reminder for all employees. The customer was satisfied.
24	5/11/03	The 2-line VCO customer stated that he feels this particular rep does not know how to process his 2-line calls. He asked that the call process be reviewed with her.	5/11/03	The Supervisor apologized for the poor service. The rep was covered on the complaint and the correct procedure was reviewed.

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1	7/2/02	The customer was calling in about voice mail services. She didn't realize she had the wrong number but the CA was rude to her. The customer stated she had been with the company for many years and the people are excellent, but this CA was very rude to her.	7/2/02	The supervisor apologized to her and asked if she could help her with her question. After hearing the customer's questions, the supervisor said she was not going to be able to help her but gave her the phone number for the business office and explained they would be able to help her with her voice mail questions. She thanked the supervisor and was very appreciative and was going to go ahead and call them when we hung up.
				No investigation possible because no CA number was given.
2	7/7/02	The customer said she had received a call from her daughter long distance and that the CA had typed bad, and wasted her daughter's money for long distance. CA had typed too fast then paused too long and had many wrong spelled words. The customer said daughter dreads the relay and they hardly call me and I'm so lonesome and through hell. The relays are very primitive and sad. The customer said her daughter had called from Baton Rouge, LA to Rogers, AR.	7/7/02	The supervisor apologized to the customer and stated we could not handle this complaint since the CA number given was not one of our CA's. The supervisor suggested if they like the ARS, the daughter could call ARS and then call Rogers. The customer said thank you and hung up.
3	8/6/02	The customer called in on the Arkansas Customer Line and said the CA made a call for her to her audiologist and it was very important. She needed to get a fax number and it took her 3 times to get it.	8/6/02	The supervisor apologized for her trouble and assured her a complaint would be typed up and passed along to a manager. The customer seemed satisfied.

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		The typing was terrible and she only understood about 1/4 of what she was saying. She also said the CA cut her off and did not tell her the caller had hung up.	8/8/02	Manager spoke to the CA who seemed to think the customer's equipment was doing some garbling, so message was not always clear. At first the CA did not know it was a VCO call which caused some miscommunication. Manager did review VCO procedures with the CA.
4	8/8/02	The customer called in on the Arkansas Service Line and stated that on the last few calls she has made over the last few days, several CA's are not letting the customer finish her statement. They interrupt her and say ringing.... She is trying to tell the CA's if they get an answering machine she does want to leave a message.	8/8/02	The supervisor apologized for any problems that she was having and told her that a complaint would be forwarded to a manager.
			8/14/02	Manager spoke to the CA, said she could not recall any problems with this customer. She was not sure what happened. Manager reviewed customer control of call with the CA.
5	8/11/02	The customer complained that the CA said there was a Long Distance block on the line, and said there shouldn't be. The CA dialed the number and reached a security department, who made it sound like the CA said they would have to make a 3 way call between the customer, AT&T, and Southwestern Bell in order to resolve the problem. The customer wanted a manager to call him as soon as possible.	8/11/02	The supervisor told the customer she would pass the information on to a manager, and have someone call him back.
			8/12/02	Manager called customer, and advised him that he probably should call his local business office to resolve the blocking issue. She told him to call us back if there was anything else we could do for him.
6	8/30/02	The customer was unhappy when the CA asked if she wanted to leave a message on the answering machine when she had already given the CA the information to leave if the answering machine came on.	8/30/02	The supervisor apologized to her for the problem and the customer thanked the supervisor for taking the time to listen, then disconnected.
			8/30/02	Manager spoke to the CA and coached her to be

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				more aware of customer call instructions.
7	8/31/02	The customer called in on the customer service line and started by saying that he had never called before and that our service has been very good. However, he just hung up from a call in which he felt the CA did not handle the call properly. He had given the CA a number to call for the gas company and finished that call and gave another number to call and there was no response from the CA. After a few minutes he said "hello, are you there" Q and the CA said "yes, ga" and "then I thought someone answered on the line, so I talked for nothing because the CA said it was busy signal". The customer said he told the operator that she should say ringing or busy signal at first place and she said "yes, ga".	8/31/02	The supervisor thanked the customer for calling and advising us and said we would discuss with the CA and clear up any confusion. The customer said "yes, please and many thanks."
			9/4/02	Manager spoke to the CA. She could not recall any problem on subsequent calls with the customer. She was not sure if he was having some equipment problems or exactly what had happened. Manager coached the CA to be sure to keep all customers well informed of what is going on during the call.
8	9/26/02	The customer said he had the CA make a call for him and it was busy and he told her to try again that it was emergency. The customer said the CA tried twice and then hung up on him.	9/26/02	The supervisor apologized for the problem and assured the customer that we would talk with the CA. The supervisor asked the customer if he would like to make another call and he did.
			9/26/02	Manager spoke with the CA, but she could not recall any problems with customers like this. Manager reviewed emergency call policy with the CA.
9	11/12/02	The customer said that the CA had hung up	11/12/02	The supervisor apologized for the problem and

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		on them without placing call and that she was rude.		advised she would talk to the CA. The supervisor suggested there may be equipment problems so CA could not type. Customer said no, no problem, and CA should not hang up if typing is garbled. Supervisor apologized, asked if they wanted to place another call, customer said no.
			11/12/02	Manager spoke with CA who could recall no problem, and the equipment manager found nothing wrong with the equipment.
10	12/6/02	The customer called in on the customer service line to ask questions about how long distance billing works. She has signed up with Global Crossing to handle her Long Distance calls, but she keeps getting billed by Southwestern Bell. She called their business office, and they told her to call ARS.	12/6/02	An ARS manager called the customer to explain that the current billing system did mail the bill to her in the local phone bill. She also told her that there is a new system being implemented in 2003 allowing the Long Distance carrier of choice to bill directly to the customer. She said she would look forward to that change.
11	12/9/02	A VCO customer wanted to file a complaint against a CA stating that the CA hung up on him 6 or 7 times Saturday night. When he called back in and got a different CA he had no problem with the call.	12/9/02	The supervisor apologized to the customer and thanked him for taking time to call. She advised him that the manager would be told when she came in. The customer said to make sure something is done about this CA because this is his only way to communicate personally and professionally. He was assured a manager would take care of this.
			12/9-10/2002	Manager investigated the situation, found some CA error, some equipment problem that the all night CA should have corrected, and then did place this CA on Positive Discipline for her actions and/or lack thereof.

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12	1/3/03	The customer called the Arkansas Customer Service Line and said she called the relay and the CA didn't say thank you or anything and she was forced to type "Hello QQ U still thereQQQ and typed GA several times." She then hung up and redialed and the call went through with the next CA. The customer wanted to know if there was something wrong or if it was something with her TTY.	1/3/03	The supervisor apologized for her trouble and said he wasn't sure what was wrong but said it could be the CA was having a problem with her computer. The customer said yes, maybe that was the problem which is very understandable. The customer said thanks for clarifying for me, and she hung up.
			1/3/03	Supervisor spoke with CA, but not sure if the ARS equipment or her equipment caused the inability to communicate.
			1/3/03	Investigation of ARS equipment found no malfunctions or transmission problems.
13	1/24/03	The customer called in to let us know there was a problem with AT&T when he tried to call from his work number.	1/24/03	The supervisor advised him we were aware of the problem and if he could tell us who he talked to and their number, a manager would be glad to call AT&T and talk to them.
			1/25/03	The customer called back and said AT&T would be fixing it, that it had nothing to do with the relay. The supervisor thanked him for calling back and letting us know and advised him that if he chose a different carrier his calls would go through but he said his company would only authorize AT&T. He would have to wait until AT&T fixed the problem.
14	2/11/03	The customer wanted to talk to a supervisor. The customer said she had asked the CA to dial a number for her and the CA was rude and told her she didn't understand her. She was also angry that the CA said she had done the same thing in a call earlier.	2/11/03	The supervisor apologized for the problems she had on the call and asked if she wanted to have the CA make the call for her now. She said it wasn't her problem, but the CA's, and she wanted the complaint typed up. She asked that the supervisor make the call for her, but the supervisor

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				explained she could not do that but would get a different CA to place her call.
				The supervisor spoke to the CA who said she had some trouble understanding the customer when she gave the number, and the customer was upset to have to repeat the number again.
			2/11/03	Manager talked to the CA who said there were many noises interfering in the background, so she had a hard time hearing the number. CA and manager discussed various ways to help her with future VCO calls where the customer gave the number verbally.
15	2/14/03	The customer wanting to place a call was very abrupt, and said he needed to place a call because his father had just died. The CA placed the call and let it ring 20 times. The customer said he was trying to get hold of his brother in Texas. He stated he thought we could place e-mails instead of phone calls. He then got angry and asked the supervisor to place the call for him. To keep the customer from getting any more angry the supervisor placed the call. The customer wanted the supervisor to place the call over a toll free line. The supervisor explained they could not place the call over a toll free line and he would be billed LD charges.	2/14/03	The customer gave the supervisor a carrier, AllTell, and the supervisor placed the call. A recording said "your access line to this Long Distance company cannot be granted. The supervisor tried to explain to the customer what had happened. He said he would give the supervisor money or objects like a DVD player if he would place the call anyway we could. Supervisor tried one more time and got the same recording. The customer then disconnected.

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16	2/28/03	The TTY customer called in on the Customer Service Line at incharge complaining about the CA not spelling correctly and not spacing between words. The customer said they could not understand what CA was typing. The customer said "not give her hard time but I cant read all together and made me confused about thing...I tried to catch some but not all."	2/28/03	The supervisor apologized for the problem and advised the manager would be given the information. The supervisor also stated it might be an equipment problem and that we would check it out. The supervisor thanked them for taking the time to let us know about the problem.
			3/5/03	Manager spoke with the CA who said she had not run words together, and her screen appeared normal. Not sure if the customer's equipment had malfunctioned or what had happened. Manager evaluated the CA's typing skills and found them to meet the standards.
17	3/3/03	The voice customer stated that he was just on the phone with his son's mother, who is deaf, and the CA had voiced to him what had been typed and he didn't catch all of it and he asked the CA to repeat it. The CA refused to repeat it and kept saying you need to direct your questions to the other person. The customer then asked to speak to a supervisor and the CA put him on hold for a couple of minutes and then came back on the line and said the other party had hung up. The customer then asked for her CA number. The CA gave 768F as her number and then hung up.	3/3/03	The supervisor looked up the CA number and found we do not have any numbers in the 700's. The supervisor then called the customer back to verify the number and he said yes, it was 768F and he had even written it down. The supervisor apologized for the trouble and the customer seemed okay when he hung up.
			3/3/03	Manager unable to do any follow up investigation as there is no CA number 768F.
18	3/13/03	A TTY customer called in on the Arkansas Customer Service Line to tell us a CA had disconnected her at 9:20 AM and again at 10:10 AM	3/13/03	The supervisor advised her we would check to see if we were having equipment problems or what happened. The supervisor did ask the CA if she knew what happened and she said no problem

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				with equipment that she knew of and she said she had not disconnected anyone.
			3/13/03	No ARS equipment problems found.
19	3/15/03	The customer called in wanting to file a complaint. He had just received a call from ARS and was having a hard time hearing or understanding. He stated his cordless phone was cutting out and he kept asking the CA to repeat. The CA called him an ass hole and hung up on him. The customer stated she was a black lady and he was not able to get the CA number. He stated his mother is deaf and he assumed that is who was calling him and he gave us her number.	3/15/03	The supervisor apologized for the problem and advised him this would be typed up and given to a manager on Monday. He seemed fine with this information and hung up okay.
			3/19/03	Manager spoke to the CA, and did some research. Found that the CA had been extremely rude to the customer, and was subsequently placed on Positive Discipline for her actions.
20	3/31/03	The customer wanted to talk to a supervisor. He stated he had called the relay yesterday because a friend had been bitten by a dog, and they needed to call the police. He said the CA told him the call couldn't be completed and the CA almost hung up on him but finally got through to the police.	3/31/03	The supervisor asked what time it had happened and asked if he remembered the CA number. He said it was about 1:00PM but he didn't know the CA number. The supervisor apologized for the trouble and said a report of the situation would be sent to a manager.
			4/4/03	Manager investigation inconclusive. Spoke to a CA who handled another call for the same situation, but not able to identify the original call's CA.
21	4/3/03	The customer typed "Yes pls I am complain on that lady who was rude on TTY but I don't know the # that lady so I don't like what she say on TTY"	4/3/03	The supervisor thanked the customer for letting us know about the problem and apologized for the confusion.

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			4/3/03	Before the customer called back in the CA called the supervisor to look at the screen because they typed "u sound rude". The TTY customer called in and asked to call on MCI card, but had typed almost all 30 digits together (no spaces between). The CA typed "I have the 800 MCI #, but have no idea which of the # u gave were the clg card or # to call please be specific thx" TTY typed "Smile I am getting other line cuz u sound rude smile bye sksk"
			4/4/03	Manager spoke to CA. She said she had called the supervisor to help figure it out, but by that time the customer had hung up. Coached CA on possible other responses that would not seem rude.
22	4/10/03	The customer was upset that the CA kept asking her for a long distance company when the call she was trying to make was a local call. The customer stated she was on her TTY at home and not on a cell phone and she could not figure out what was going on.	4/10/03	The supervisor apologized for the problem and explained that our computer showed the number she was calling from was a 479 area code and she was calling to a 501 area code and that made it long distance. The customer said she was calling from a 501 area code. The supervisor said we would write up a credit ticket so she would not be billed for the call and also a trouble ticket in hopes the problem would be fixed soon. The customer said thanks for the help, and hung up.
23	4/18/03	The customer said her daughter was having trouble reaching the relay from her cell phone. She said whenever she calls she gets our answering machine, but she did not know what the message was. About 5 or 10 minutes later the daughter called in and said that whenever she has called in today with either of her 2 cell phones she gets	4/18/03	The supervisor apologized to both calling parties, and explained to the daughter that one cell phone was set up on a profile to answer voice, but the 2nd cell phone was not. The supervisor said he did not know why the lines were answering fine on the 800 number but not via 711. Suggested to the customer to check with her cell phone company to be sure their equipment was set up correctly.

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		TTY tones. She stated she had never had this problem until about 2 weeks ago. She reported it to a manager at that time and whatever they did fixed it until today.	4/18/03	Supervisor entered the 2nd cell phone number into the data base profile to answer voice first.
24	4/19/03	The customer (voice) complained that during his call he had asked a question and the CA told him he had already asked that question. The customer thought that wasn't right and his supervisor told him to ask for a relay supervisor.	4/19/03	The supervisor apologized that it happened and said we would talk to the CA. The supervisor told the CA what the customer had said and she said that during the call he'd asked the tty customer a question and she had answered "no". He then asked the same question again so the CA reminded him that they had just answered "no" to that question. The CA said he seemed irritated that she had told him that so she went ahead and typed the question again and the customer typed "no" again. The CA said she wasn't trying to cause a problem with the call, she was just making sure he really wanted to ask the question again.
			4/21/03	Manager met with CA who again said she was not trying to be rude or controlling. Manager and CA discussed some alternative methods to handle such situations in the future.